

Florida Department of Transportation

2002-2003 Customer Satisfaction Survey

Visitors to Florida

*Due to rounding, the total percentage may not equal 100%.

1. During your trip to Florida, did you or someone else in your household drive a car, van, SUV or truck?

YES 78% NO 22%

2. I would like you to rate your overall satisfaction with several aspects of the Florida State Highway System using a rating scale of very satisfied, satisfied, dissatisfied or very dissatisfied.

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall smoothness of the roads in the State Highway System.	34	58	5	2	2
B. Florida's highways compared to highways in my home state.	39	49	7	3	3

- 3a. Did you use a rest area in Florida during your last trip to the state?

YES..... 39%
 NO..... 55%
 DON'T KNOW 6%

- 3b. Were the rest areas you stopped at on the...(READ LIST. CHECK ALL THAT APPLY.)

INTERSTATE 81%
 FLORIDA TURNPIKE 19%
 ANYPLACE ELSE (SPECIFY:) 2%
 DON'T KNOW 6%

- 3c. Thinking about the rest areas you visited while traveling in Florida please tell me if you strongly agree, agree, disagree or strongly disagree with the following statements regarding Florida rest areas.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. I was satisfied with the cleanliness of the rest areas.	44	42	9	3	2
B. I was satisfied with the vending services at the rest areas.	34	52	4	4	6
C. Rest areas were placed frequently enough along the State Highway System.	32	50	15	0	2
D. Rest areas were safe.	34	60	5	0	1

- 4a. Did you use an airport during your last visit to Florida?
- YES..... 46%
- NO..... 53%
- DON'T KNOW 1%

- 4b. Continuing with the same rating system, please tell me whether you strongly agree, agree, disagree, or strongly disagree with the following statements regarding Florida airports.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. I was satisfied with access to and from the airport.	48	48	1	1	2
B. I was satisfied with my overall experience at the airport.	38	55	3	2	2
C. Florida's airports compared favorably to airports in my home state.	35	50	7	2	6